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Case: 08996610**Customer**

Account Name	JJ Tang	Contact Phone	
Contact Name	JJ Tang	Contact Email	
Asset	P-F7U020 POCKET POWER 10000	Theatre	
Hot On hand	0		
Available Inventory	0		
Multiple CR's to same details	<input type="checkbox"/>		
Multiple SORMA's to same details	<input type="checkbox"/>		

Case Details

Subject	Belkin chat_INQ_F7U020_product features.		
Case Owner	Asvini Masilamani [Change]	Case Number	08996610 [View Hierarchy]
Status	Resolved	Parent Case	
Sales Order Number		progress field	
WebEx Session ID		Case Record Type	Belkin Tech Support [Change]
		Case Origin	Chat
IR Number			

Service Offerings Detail

Hardware Warranty Status	Not Eligible	Entitlement	
Complimentary Assisted Support	Not Eligible	Subscription Return Call	<input type="checkbox"/>
Service Offerings	Declined - No Support Provided	Coupon Provided	
Agent Assist PIN		Coupon Code	
Referral Programs		Coupon Amount	

Problem Identification

Initial Installation	<input type="checkbox"/>	Brand	Belkin
Problem Category	Product Features Question	Grief Reason	
		ISP	
		ISP Other	
Description			

Solution

TS Problem Category Level1	General Processes	CS Problem Category Level1
TS Problem Category Level2	Inquiry Calls	CS Problem Category Level2
TS Problem Category Level3	Product Features Question	CS Problem Category Level3
TS Solution Category	<u>Resolved</u>	
Escalation Reason		CS Solution Category
Escalation Priority		Mis Transferred Reason
Bubble Up	<input type="checkbox"/>	Escalation Notes
Category		Disconnected in the Middle of TS <input type="checkbox"/>
Escalated	<input type="checkbox"/>	

CSAT Information

Q1 - Rate Support Experience	Q3 - Number of Contacts to Resolve
Q2 - Issue Resolved?	Q4 - NPS
Survey Recorded Date	

System Information

Created By	<u>Live Agent Belkin Site Guest User</u> , 12/5/2017 7:44 PM	Last Modified By	<u>Asvini Masilamani</u> , 12/6/2017 4:23 PM
Category - Solution	Resolved	Status	Resolved
		Priority	Medium

Activity History**Initial Call**

Task	<input checked="" type="checkbox"/>
Assigned To	Asvini Masilamani
Sent Connection Name	<u>[Manage Connections]</u>
Last Modified Date/Time	12/5/2017 8:17 PM
Call Object Identifier	
Comments	<p>Skip to main contentContent Starts Here</p> <p>End Chat</p> <p>Chat session ended by visitor.</p> <p>Asvini M</p> <p>Hello JJ Tang. My name is Asvini.</p> <p>Thank you for choosing Belkin chat support. Is this your first time to contact Belkin or do you have a case number?09:16:12</p> <p>JJ Tang</p> <p>This is the first time09:16:23</p> <p>Asvini M</p> <p>How may I help you today?09:16:52</p> <p>JJ Tang</p> <p>I dont have a case number.09:16:55</p> <p>I purchased the pocket power 10K charger09:17:06</p> <p>so i took it out from the box.. and when i looked at the back of the power bank...09:17:38</p> <p>it indicates that it has a capacity of 6070mAh09:17:48</p> <p>why is this the case? can u check? i believe the product is supposed to have a 10000 mAh</p>

capacity09:18:19

Asvini M

You need to check the power specification of your Belkin charger,right?09:18:43

JJ Tang

yes, i am telling u the specification on the packaging says 10000 mAh.09:19:20

i am refering to the product Belkin Pocket Power 10k09:19:34

it is indicated on your website that this product is supposed to have a capacity of 10000

mAh09:19:56

Asvini M

Can you please help me with the model number of the device?09:20:08

JJ Tang

Pocket Power 10K Power Bank (aka Portable Charger)

F7U020btBLK09:20:44

Asvini M

Please give me a minute.09:21:25

JJ Tang

what i am saying is the physical item i got... when i looked at the fine prints at the back of it... it is saying that it has a capacity of 6070mAh09:21:34

Asvini M

Package Includes:

10,000 mAh power bank

6 inch micro-USB cable09:23:06

<http://www.belkin.com/my/p/P-F7U020/09:23:15>

JJ Tang

that is not my question.09:23:22

i know everything that is listed on the website.09:23:31

the fine print on the product itself states otherwise09:23:48

u need to see the product09:23:58

indicated clearly at the back 6070mAh09:24:08

Asvini M

Are you sure of the model number Tang?09:24:18

JJ Tang

yes09:24:23

Asvini M

Tang , The information I gave you is from our official website.09:25:20

JJ Tang

u are not answering my question09:25:34

it is a waste of time.09:25:43

i will send an email instead.09:25:54

Send

Chat Transcripts

01447629

Start Time 12/5/2017 7:46 PM

End Time 12/5/2017 7:55 PM

Status Completed

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